

Position title	Family Violence Case Manager		
Position holder	Vacant		
Program	Family Violence Services		
Funded by	Department Families, Fairness and Housing		
Based at location	Stawell		
Responsible to	<ul style="list-style-type: none"> • Program Leader Family Violence Services • Manager Family Violence Services and Healthy Communities • General Manager People and Community Support • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • Nil 		
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Level 3.1 to SACS Level 5.1		
Hourly rate	\$34.24 to \$45.18	Annual	\$67,658 to \$89,276 full time
Status	Full time		
Hours per week	38		
PD last updated and approved by CEO	February 2023		

Position summary

Covering the Central Grampians and Wimmera area, the Family Violence Case Manager is responsible for effectively assisting Victim Survivors of family violence and their children to live a life free from family violence and to hold perpetrators accountable for their behaviour.

Family Violence Case Managers work alongside Victim Survivors and their children to conduct risk assessment and safety planning, and use a range of tools to engage Victim Survivors in the case management process.

Both Case Managers and Victim Survivors will work together to identify medium and long term goals with the focus on reducing risk, regaining control and setting a course for healing and recovery. Case plans are developed, and supports are provided, within a therapeutic and recovery-oriented framework.

Key responsibilities

1. Provide client focussed assistance to victim survivors and their children experiencing family violence, including people who are no longer in abusive relationships, who choose to remain in an abusive relationship and who have never called police or used family violence crisis services.
2. Provide after-hours (as per negotiated monthly roster), face-to-face crisis responses to people in crisis as a result of family violence outside usual business hours. This may include but is not limited to emotional support, risk and needs assessment and management, information and referral, provision of material aid, safety planning, and access to emergency accommodation.
3. Undertake comprehensive risk assessment and risk management with victim survivors and their children.

4. Develop case plans relevant to the specific needs of the individual, ensuring clients' participation in their own case planning, maintain accurate case files and collect data according to the GCH and DHHS standards.
 5. Encourage victim survivors of family violence to make empowered culturally appropriate decisions about their future.
 6. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues, providing some of these services where necessary.
 7. Assist people to overcome current or impending homelessness through the provision of service, based on case management principles, and assist people to develop knowledge of tenancy issues, their rights and obligations and to promote the development of necessary skills to successfully obtain secure housing and independent living skills.
 8. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by the Department of Families, Fairness and Housing and GCH
 9. Provide supervision and support to students as required.
 10. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Bachelor of Social Work or equivalent qualification.

Mandatory:

- Two years minimum case management experience.
- Willingness to work towards the minimum qualifications framework <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners>.

Desirable:

- Relevant experience working with people who have experienced family violence.
- Experience working with the gendered nature of violence.
- Experience working with people impacted by trauma and understanding of trauma informed practice.
- Experience of the needs of and a demonstrated capacity to work with people who are homeless at risk of homelessness and/or in crisis.
- Knowledge and experience of the Multi-Agency Risk Assessment and Management Framework (MARAM).
- Knowledge and experience of the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS).
- Working knowledge of relevant legislation including Family Violence Protection Act 2008 and the Child, Youth and Families Act 2007.
- Full COVID-19 vaccination status (including booster).

Demonstrated skills and experience:

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.

- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working With Children Check.

Personal attributes

- Empowering
 - Inclusive
 - Professional
 - Courageous
 - Compassionate
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Conditions of employment

This position is ongoing and is subject to the successful completion of a six-month probationary period.

And requires the following checks:

- Satisfactory police check
- Employee Working with Children Check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Employee acceptance of position:

Employee signature

Vacant

Date